

“Pearls” for Writing a Statement of Deficiency

Surveyors must:

- Remember the audience.
 - Facility
 - Office of General Council (OGC)
 - Administrative Law Judge (ALJ)
 - Public
- Support the deficiency (including level of citation) in the Form CMS-2567.
 - Investigation must be adequate.
 - Include the Five Ws: Who, What, Why, Where, and When as applicable.
 - Show the severity and the scope for Long Term Care (LTC) standard vs. condition for non-LTC.
- Write precisely.
 - Identify people (using identifiers).
 - Identify care plan requirements, physician orders, etc.
 - Use specific dates and ranges.
- Write succinctly.
 - Do not include extraneous information.
 - Make sure details relate to deficiency at issue.
- Write clearly.
 - Being precise and succinct does not help if one cannot understand the Form CMS-2567.
- Include all relevant statements obtained from the resident, family, and facility staff.
 - Strengthens credibility of deficiency
- Match it.
 - Make sure the findings are congruent with the deficient practice statement and clearly show the relevant regulatory non-compliance.